Hadi Gunawan

South Tangerang, 15424 | 085781722743

hadigunawan987@gmail.com | hadigunawan123.github.io

An aspiring Data Analyst with an academic background in **Informatics Engineering (Computer Science)** from Universitas Pamulang. With **9 months of hands-on experience as a Tableau Developer** and an additional **3-month internship as a Data Analyst**, I possess a solid foundation in data analysis and visualization.

My passion lies in the field of data science, and I am eager to explore various roles such as **data analyst, business intelligence specialist, data scientist**, and more. While I have focused on data-related domains, I remain open to exciting opportunities in diverse fields. Throughout my academic journey and career, I have honed my skills in various data science tools and methodologies. My proficiency includes **SQL, databases, Tableau, Power BI, Google Data Studio, Python and Microsoft Excel** (Including more Microsoft Offices program). Furthermore, I have developed essential soft skills, including effective communication, negotiation, problem-solving, and collaboration, which have proven invaluable during my previous work engagements.

EXPERIENCE

Data Analyst - Tableau Developer   Oct 2022 - Jul 2023
PT. Bank Negara Indonesia (Persero) Tbk, Jakarta
- Proficiently translated mockups and data requirements provided by business stakeholders into highly functional Tableau dashboards (Data Visualization). Developed a strong understanding of user needs and effectively implemented data visualizations to deliver actionable insights for decision-making.
- Prepared detailed user guides, documentation, and reports to accompany Tableau dashboards (detail-oriented), ensuring users' seamless understanding and successful utilization of the provided data tools. Provided responsive support and addressed user queries, resulting in enhanced user engagement.
- Worked closely with stakeholders, including team leads, engineers, and end-users, to assess data needs and gather feedback for iterative improvements. Employed effective communication and project management skills to deliver dashboards that met or exceeded expectations (effective communicator).
- Succesfully built, developed, and maintained over 15 dashboards in 9 months. This hands-on experience has provided me with a deep understanding of banking metrics and data complexities, allowing me to consistently design dashboards that cater to specific business needs.

Data Analyst Intern   Jun 2022 - Sep 2022
SAC Indonesia, Jakarta
- Conducted thorough data validation, cleaning, and consolidation from diverse sources to ensure data accuracy for analysis.
- Played a key role in the successful completion of approximately 20 reports for clients during the internship. These reports provided valuable insights into key metrics and trends, supporting clients in making informed business decisions.
- Contributed to social media sentiment analysis and competitor analysis projects, providing valuable data to enhance clients' market positioning and strategic planning.

Retention and Winback   Aug 2018 - Jul 2020

Myrepublic Indonesia, Tangerang

- Initiated outbound calls to customers identified as having a propensity to churn or switch to competitors, employing a customer-centric approach to minimize churn. Conducted surveys, upsold products, and provided personalized assistance, ensuring optimal customer retention.
- Collaborated in resolving customer issues and escalating critical reports to relevant departments, streamlining problem-solving processes and enhancing customer satisfaction. Proficiently utilized Google Sheets, CRM, Zendesk, internal CRM, and Hermes tools for efficient task management and communication.
- Consistently achieved exceptional performance, meeting and surpassing 100% of Key Performance Indicators (KPIs) each month. Demonstrated a dedication to excellence and a results-driven approach in achieving organizational goals and growth.

EDUCATION

Bachelor of Computer Science – Informatics Engineering   Sep 2017 - Aug 2021

Universitas Pamulang, South Tangerang

Relevant coursework: Database, Algorithms and Programming, Data Communication, Statistics, Informatics Logic, Basic Physics, Computer Programming, Data Structures, Artificial Intelligence, Decision Support System.

SKILLS

Tableau, SQL, Python, Power BI, Microsoft Excel, Google Data Studio, Google BigQuery, Google Sheets, Google Workspace, Github, Figma, Visual Studio Code, MySQL, SQL Server, HTML, CSS, Microsoft Office, Communication, Collaboration, Critical Thinking, Adaptability, Problem-Solving

LICENSES & CERTIFICATIONS

SQL Fundamentals   2022

DataCamp

Python Fundamentals   2022

DataCamp

Tableau Fundamentals   2022

DataCamp

Intermediate Spreadsheets   2022

DataCamp

Understanding Data Topics   2022

DataCamp